

## USMA Family Housing Service Orders and Work Orders

### **WORK CONTROL SYSTEM**

#### **A. What is a Service Order?**

A service order is a request for repair services that can be accomplished within **16 working hours**. This includes most normal household repairs. They are classified under three priorities:

**Priority 1 Emergency work:** Requires immediate action (including overtime) diverting skilled workers from other jobs, if required. Examples would be a stopped toilet (when only one is available) or plumbing problems in the one available bathtub, or deprivation of essential services such as no heat in the winter. Our response time goal at West Point is **within** 24 hours.

**Priority 2 Urgent Work:** Corrects a problem that could lead to further damages and can lead to an emergency. Examples: stopped toilet (when more than one is available), no heat in one room, roof leaks, hot water heater, stoves and ovens. Our response time goal is five working days.

**Priority 3 Routine Work:** Minor repairs which will not significantly hinder the operation if not accomplished. Examples: ceiling tiles, spot painting, etc. Our response time goal is 30 days.

Service orders are to be telephoned into the Service Order Desk at 938-2316 during duty hours. Be sure to get service order number when calling in your request. After duty hours, emergencies **only** may be called in to 938-2317.

Note: Response time is for initial contact. There are times when equipment or materials must be ordered or repair requires more extensive time to accomplish. These circumstances will result in delays. There are times during the year when response times are longer than the indicated goal. We will publish a notice in the public media when delays become apparent.

**The Service Order Desk does not schedule work that is done by each individual shop.**

#### **B. Resident Responsibilities:**

(a) To give the service order clerk a complete description of the problem, exact location of the problem and any pertinent information.

- (b) Allow maintenance mechanic access to the quarters/office. When you make an emergency service call, it is your responsibility to make arrangements to allow access to your quarters/office, if you expect that you will not be available when maintenance mechanic arrives.
- (c) Give complete name/rank and both duty and home phone numbers.
- (d) The resident must **always** get a service order number from the service order clerk when calling in a problem at West Point. The service order number is your “receipt” that your problem is known **Keep your service order number**. It will make later tracking of the job status a lot easier.
- (e) Utilize emergency after-hours service order phone number for true emergencies only.
- (f) Complaints/comments on DPW employee performance and timeliness should be addressed to the Facilities Engineer at 938-5408.
- (g) Residents are to refer to USMA Reg 420-70 (August 2000) – Self Help Program for responsibilities within their quarters.
- (h) Residents should check the status of service orders on the DPW Web Page at <http://soDPW.usma.edu>.

### **C. What is a Work Order?**

A work order is a request for services that require **more than 40 hours**. Examples would be removal of flooring and sub-flooring in bathroom to fix water damage or modification of quarters to accommodate handicap access requirements. A service order may be changed into a work order if the repair or maintenance is more extensive than initially believed. Another example would be Self Help Projects such as installation of deck, overhang, fence, or shed.

Work Order services should be submitted on a DA 4283 to DPW Work Control. Services in housing area will require the approval of the Housing Division. The status of the work order is available from the work order clerk at 938-2424 or on the web at <http://soDPW.usma.edu/>.

**NOTE: ALL personnel entering your quarters to make repairs or perform any maintenance MUST carry and display an appropriate photo ID badge or a DPW ID badge. Please note that an adult MUST BE PRESENT in your quarters for work to occur.**